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App. No. 09/847,490
Amdt. dated May 6, 2004
Reply to Office Action of November 6, 2003

CERTIFICATE OF EXPRESS MAILING

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Attorney Docket No. 00860/RPM

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant : William EGGERS
Serial No. : 09/847,490
Filed : May 2, 2001
For : SERVICE REQUEST
COMMUNICATION SYSTEM
Art Unit : 2635
Examiner : Brian A. Zimmerman
Confirm. No.: 6266
Customer No.: 01933

I hereby certify that this paper is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

Marilyn Styts
Marilyn Styts

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by check attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper, to Account No. 06-1378.

AMENDMENT

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

S I R :

This is responsive to the Office Action mailed November 6, 2003, the term for response to which is extended by three months by Petition filed concurrently herewith to May 6, 2004.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 24 of this paper.

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MAY 17 2004

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